

TO: ALL TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 50J PHASE 1
(FRONT SUSPENSION LOWER BALL JOINT)

As announced in May, 2005, Toyota will initiate a Special Service Campaign in several phases to replace the Front Suspension Lower Ball Joints on certain 2001 – 2002 4Runner, 2001 – mid-2004 Tacoma 4WD and PreRunner, 2002 – early 2004 Sequoia and Tundra vehicles. This notification is being sent to advise you of the launch of Phase 1 of this campaign. Each subsequent phase will be launched consistent with parts availability.

On certain 2001 – 2002 Model Year 4Runner, 2001 – mid-2004 Model Year Tacoma 4WD and PreRunner, and 2002 – early 2004 Model Year Sequoia and Tundra vehicles, there is a possibility that the Front Suspension Lower Ball Joint may experience excessive wear and looseness causing increased steering effort, reduced vehicle self-centering, and noise in the front suspension. If the vehicle is continued to be operated in this condition, in extreme cases, the lower ball joint may separate from the knuckle causing a loss of vehicle steering control.

Please note that the Front Suspension Lower Ball Joint is a wear item and must be periodically inspected and replaced in accordance with the vehicle's Scheduled Maintenance Guide.

The following vital information is provided to inform you and your staff of the owner notification (Phase 1) of the campaign and your degree of involvement.

1. Owner Notification Letter Mailing Date

The owner notification (Phase 1) will commence in mid-July, 2005. Please note that 4Runner Owners will be contacted in greater number for this phase, consistent with the greater availability of 4Runner parts.

Owner letters will be mailed based upon part number and production date, starting with earlier production vehicles.

Please note that not all vehicles in the VIN range are affected by this SSC. Please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs.**

2. Vehicles in Dealer Stock

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary inspections/replacements have been performed.

3. Number of Involved Vehicles for Phase 1

The approximate numbers of vehicles involved in the U.S. for Phase 1 are:

| Model Year | Model | Vehicles Sold |
|-------------------|--------------------------|---------------|
| 2001 – 2002 | 4Runner | 18,921 |
| 2001 – mid-2004 | Tacoma 4WD and PreRunner | 34,224 |
| 2002 – early 2004 | Sequoia and Tundra | 43,493 |

4. Dealer/Owner Lists for Phase 1

Affected vehicle VIN lists for Phase 1 (VIN only due to changes in Privacy Laws) for the SSC 50J campaign have been distributed to each dealership's Service and Parts Managers. These lists are based upon the dealership's Primary Marketing Area (PMA) or selling dealership where applicable. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so.

Reports will be issued for each subsequent phase accompanied by a separate Dealer cover letter announcing the next phase.

NOTE:

Always consult Dealer Daily or TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is involved and has not already been completed by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.

5. Repair Procedures

Refer to the attached Technical Instructions and appropriate Repair Manual as indicated.

6. Parts Ordering

The necessary parts can be ordered through the dealer's facing PDC. Please refer to the table below and the Technical Instructions for part number information. Dealers should not order parts if they do not have any vehicles listed on their dealer reports, or until they have a confirmed owner appointment.

- 4Runner

| Part Number | Part Description | Qty. |
|-------------|----------------------|------|
| 04005-02235 | Lower Ball Joint Kit | 1 |

- Tacoma 4WD & PreRunner

| Part Number | Part Description | Qty. |
|-------------|----------------------|------|
| 04005-03235 | Lower Ball Joint Kit | 1 |

There are two different Lower Ball Joint Kit part numbers applicable to Sequoia and Tundra vehicles based upon model and production date. To assist dealers in determining the correct part number to order, a website has been set up to look up part numbers by VIN. Please go to <http://50lookup.imagespm.info> (also linked through TIS), enter the VIN, and the correct part number to order will be displayed. ***The website is for part application reference only and will not order the part nor will it confirm campaign completion status.***

- Sequoia and Tundra (Production Date: August, 2001 ~ July/August, 2002)

| Part Number | Part Description | Model | Qty. |
|-------------|----------------------|---------|------|
| 04005-04134 | Lower Ball Joint Kit | Sequoia | 1 |
| | | Tundra | |

- Sequoia and Tundra (Production Date: July/August, 2002 ~ September, 2003)

| Part Number | Part Description | Model | Qty. |
|-------------|----------------------|---------|------|
| 04005-21134 | Lower Ball Joint Kit | Sequoia | 1 |
| | | Tundra | |

To prevent parts shortages and excess parts stock at dealerships, the “Suggested Initial Parts Order Quantity” has been provided in each Phase 1 Dealer/Owner List (sent to each dealer’s Service and Parts Managers) as a guide. This will assure an adequate and balanced parts inventory. UIO by state matrixes for Phase 1 are listed below to inform dealers of the number of 4Runner, Tacoma 4WD and PreRunner, Sequoia, and Tundra vehicles in their area.

The following state matrix shows the UIO by state for 4Runner vehicles for Phase 1.

| STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO |
|-------|------|-------|-----|-------|-----|-------|-----|-------|------|
| AK | 48 | GA | 904 | ME | 56 | NJ | 643 | SD | 21 |
| AL | 366 | IA | 56 | MI | 142 | NM | 115 | TN | 436 |
| AR | 91 | ID | 56 | MN | 123 | NV | 309 | TX | 1936 |
| AZ | 684 | IL | 504 | MO | 196 | NY | 889 | UT | 147 |
| CA | 3536 | IN | 104 | MS | 123 | OH | 329 | VA | 846 |
| CO | 458 | KS | 108 | MT | 40 | OK | 110 | VT | 33 |
| CT | 237 | KY | 170 | NC | 552 | OR | 185 | WA | 289 |
| DC | 21 | LA | 227 | ND | 7 | PA | 502 | WI | 217 |
| DE | 27 | MA | 423 | NE | 53 | RI | 41 | WV | 76 |
| FL | 1514 | MD | 460 | NH | 97 | SC | 375 | WY | 12 |

The following state matrix shows the UIO by state for Tacoma 4WD & PreRunner vehicles for Phase 1.

| STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO |
|-------|------|-------|------|-------|------|-------|------|-------|------|
| AK | 137 | GA | 1234 | ME | 237 | NJ | 467 | SD | 34 |
| AL | 733 | IA | 96 | MI | 183 | NM | 347 | TN | 632 |
| AR | 375 | ID | 203 | MN | 176 | NV | 466 | TX | 2620 |
| AZ | 1321 | IL | 303 | MO | 255 | NY | 757 | UT | 307 |
| CA | 8206 | IN | 200 | MS | 271 | OH | 519 | VA | 1275 |
| CO | 943 | KS | 175 | MT | 102 | OK | 231 | VT | 263 |
| CT | 322 | KY | 462 | NC | 1264 | OR | 651 | WA | 940 |
| DC | 12 | LA | 649 | ND | 15 | PA | 1105 | WI | 218 |
| DE | 54 | MA | 832 | NE | 84 | RI | 134 | WV | 398 |
| FL | 2328 | MD | 708 | NH | 329 | SC | 480 | WY | 72 |

The following state matrix shows the UIO by state for Sequoia/Tundra (P/N 04005-04134) vehicles for Phase 1.

| STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO |
|-------|------|-------|-----|-------|-----|-------|-----|-------|------|
| AK | 57 | GA | 855 | ME | 89 | NJ | 355 | SD | 39 |
| AL | 356 | IA | 76 | MI | 142 | NM | 163 | TN | 363 |
| AR | 192 | ID | 104 | MN | 228 | NV | 277 | TX | 2058 |
| AZ | 518 | IL | 384 | MO | 206 | NY | 479 | UT | 199 |
| CA | 4672 | IN | 224 | MS | 211 | OH | 319 | VA | 545 |
| CO | 482 | KS | 150 | MT | 66 | OK | 252 | VT | 66 |
| CT | 182 | KY | 219 | NC | 552 | OR | 268 | WA | 382 |
| DC | 11 | LA | 501 | ND | 13 | PA | 373 | WI | 186 |
| DE | 24 | MA | 426 | NE | 64 | RI | 46 | WV | 71 |
| FL | 1646 | MD | 392 | NH | 131 | SC | 308 | WY | 38 |

The following state matrix shows the UIO by state for Sequoia/Tundra (04005-21134) vehicles for Phase 1.

| STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO |
|-------|------|-------|------|-------|-----|-------|-----|-------|------|
| AK | 82 | GA | 1069 | ME | 117 | NJ | 354 | SD | 31 |
| AL | 491 | IA | 74 | MI | 168 | NM | 175 | TN | 406 |
| AR | 220 | ID | 111 | MN | 195 | NV | 342 | TX | 2411 |
| AZ | 612 | IL | 427 | MO | 205 | NY | 604 | UT | 177 |
| CA | 5798 | IN | 187 | MS | 275 | OH | 344 | VA | 638 |
| CO | 458 | KS | 155 | MT | 60 | OK | 294 | VT | 69 |
| CT | 181 | KY | 246 | NC | 715 | OR | 295 | WA | 414 |
| DC | 10 | LA | 530 | ND | 17 | PA | 485 | WI | 245 |
| DE | 51 | MA | 502 | NE | 58 | RI | 72 | WV | 111 |
| FL | 1949 | MD | 452 | NH | 127 | SC | 413 | WY | 49 |

7. **Reimbursement Procedures**

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation code to be used for this campaign is:

| SSC # | Op. Code | Description | Flat Rate Hour |
|-------|----------|--|----------------|
| 50J | 5522DA | Replace the right and left front suspension lower ball joint assembly and check the toe-in | 1.2 Hr/Veh |
| 50J | 5522DK | Replace the right and left front suspension lower ball joint assembly and check & adjust the front wheel alignment | 2.6 Hr/Veh |

NOTE: The above flat rate times include 0.1 hour in each campaign for administrative cost per unit for the dealership.

8. Subsequent Phases

Subsequent phases of this campaign will be launched consistent with parts availability. A separate dealer cover letter and VIN listing will be provided at the initiation of each subsequent phase.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

TO: ALL TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 50J **UPDATE (01/18/2007)**
(FRONT SUSPENSION LOWER BALL JOINT)

We have received some reports from dealerships and field staff that the Ball Joint Kits directed to be used by the Technical Instructions and Parts Look-Up website, for the Sequoia and Tundra models, may not fit on a limited number vehicles involved in SSC 50J. Based upon these reports, we have been able to determine the following two separate issues:

- VIN break-point between the two Sequoia/Tundra Ball Joint Kit part numbers (04005-04134 and 04005-21134) can not be accurately determined using available data at this time (late 2002 model year vehicles)
- **Sequoia and Tundra vehicles that need to be repaired under SSC 70B may be included in campaign 50J toward the end of the overall VIN range (early 2004 model year vehicles).**

The following amended technical instructions have been developed to inspect the vehicles to determine which part to use and/or determine if the vehicle is affected. TMS is also updating the Parts Look-Up website to refer dealers to the amended technical instructions for these specific “gray” area vehicles.

1. Repair Procedures

Refer to the attached amended Technical Instructions and appropriate Repair Manual as indicated.

2. VIN Ranges

| The vehicles in the VIN ranges below will require inspection to determine the correct Ball Joints (04005-04134 or 04005-21134). Please refer to Appendix A of the attached amended technical instructions. | | | | |
|--|------|-------|---------|---------|
| VEHICLE | MY | VDS | START | END |
| Sequoia | 2002 | BT44A | S136362 | S137479 |
| | | BT48A | S136360 | S137474 |
| | | ZT34A | S136356 | S137484 |
| | | ZT38A | S136364 | S137473 |
| Tundra | 2002 | BN441 | S332613 | S332707 |
| | | BT441 | S330331 | S332720 |
| | | BT481 | S330344 | S332685 |
| | | JN321 | S330791 | S332714 |
| | | KT441 | S330407 | S332706 |
| | | RN341 | S330794 | S332719 |
| | | RT341 | S330792 | S332721 |
| | | RT381 | S330795 | S332666 |
| Approximate UIO: (Sequoia 1,100, Tundra 2,000) | | | | |

| The vehicles in the ranges below will require the use of Appendix B of the amended technical instructions to determine if the Ball Joint needs to be replaced or not. | | | | |
|---|------|-------|---------|---------|
| VEHICLE | MY | VDS | START | END |
| Sequoia | 2004 | BT44A | S206013 | S209099 |
| | | BT48A | S205495 | S209101 |
| | | ZT34A | S206169 | S209916 |
| | | ZT38A | S206167 | S209912 |
| Tundra | 2003 | BN441 | S433917 | S434010 |
| | | BT441 | S437555 | S439612 |
| | | BT481 | S437842 | S439613 |
| | | JN321 | S435972 | S436914 |
| | | KT441 | S438306 | S439601 |
| | | RN341 | S435838 | S436915 |
| | | RT341 | S437758 | S439732 |
| | | RT381 | S438287 | S439716 |
| | 2004 | BN441 | S434011 | S434105 |
| | | BT441 | S439614 | S441496 |
| | | BT481 | S439615 | S441489 |
| | | JN321 | S436917 | S438452 |
| | | KT441 | S439633 | S441402 |
| | | RN341 | S436916 | S438449 |
| | | RT341 | S439161 | S441893 |
| | | RT381 | S439739 | S441891 |
| Approximate UIO: (Sequoia 5,900, Tundra 9,200) | | | | |

3. Warranty Processor Instructions

Please note the following for this campaign:

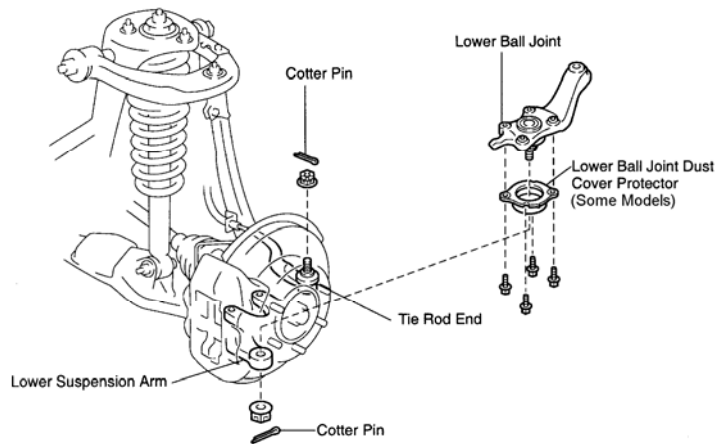
- **All early 2004 vehicles involved in SSC 50J will require the replacement of the Front Suspension Lower Ball Joints. However, some early 2004 vehicles may fall under SSC 70B.**
- **All 2002 through 2003 Sequoia and 2002 through 2003 Tundra vehicles involved in SSC 50J will require the replacement of the Front Suspension Lower Ball Joints.**
- **Following Front Suspension Lower Ball Joint replacement, all vehicles will require an inspection, and if necessary, adjustment of the front wheel alignment.**

Replace* the Front Suspension Lower Ball Joints.

Inspect and adjust the Front Wheel Alignment.

* Some early 2004 MY front suspension lower ball joints may need to be replaced under SSC 70B.

**2002 - Early 2004 Model Year Sequoia or Tundra
Front Suspension Lower Ball Joint Replacement**



If the vehicle is an early 2004 model year Sequoia or Tundra and repaired under SSC 70B, please use the following operation code to clear the vehicle from future SSC 50J renotifications:

| SSC # | Op. Code | Description | Flat Rate Hour |
|-------|----------|---|----------------|
| 50J | 5522D1 | Ball joint inspected under SSC 50J, and replacement claimed using SSC 70B Operation Codes. | 0.4 Hr/Veh |

NOTE: The above flat rate times include 0.1 hour in each campaign for administrative cost per unit for the dealership.

Please note that this does not impact 4Runner and Tacoma vehicles.

All other information for this campaign remains unchanged. Please refer to the SPECIAL SERVICE CAMPAIGN (SSC) – 50J PHASE 1 (FRONT SUSPENSION LOWER BALL JOINT) Region/Dealer letter for additional information. The technical instructions in TIS will also be updated to reflect the amended procedures.

We apologize for any inconvenience this may have caused.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

UPDATED 01/18/2007

**Special Service Campaign 50J – Front Suspension Lower Ball Joint
2001 through 2002 4Runner
Safety Recall Notice**

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in the Front Suspension Lower Ball Joint of certain 2001 through 2002 4Runner vehicles.

What is the problem?

During the manufacturing process, there is a possibility that the surface of the ball portion of the Front Suspension Ball Joint in your vehicle may have been scratched. In this condition, the Front Suspension Lower Ball Joint in your vehicle may experience excessive wear and looseness causing increased steering effort, reduced vehicle self-centering and noise in the front suspension. If your vehicle is operated in this condition, in extreme cases, the Front Suspension Lower Ball Joint may separate from the knuckle causing a loss of vehicle steering control, thus increasing the possibility of a crash.

Please note that the Front Suspension Lower Ball Joint is a wear item and must be periodically inspected and replaced in accordance with the vehicle's Scheduled Maintenance Guide.

What will Toyota do?

Any Toyota dealer will replace the left and right side Front Suspension Lower Ball Joint with an improved one at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to replace the Front Suspension Ball Joint, as soon as possible. The replacement will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the inspection and if necessary replacement. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

What if you have previously paid for the replacement of the Front Suspension Lower Ball Joint for this specific condition?

If you have previously paid for the replacement of the Front Suspension Lower Ball Joint for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration.

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

UPDATED 01/18/2007

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to review your request.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE

**Special Service Campaign 50J – Front Suspension Lower Ball Joint
2001 through mid-2004 Tacoma 4WD and PreRunner
Safety Recall Notice**

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in the Front Suspension Lower Ball Joint of certain 2001 through mid-2004 Tacoma 4WD and PreRunner vehicles.

What is the problem?

During the manufacturing process, there is a possibility that the surface of the ball portion of the Front Suspension Ball Joint in your vehicle may have been scratched. In this condition, the Front Suspension Lower Ball Joint in your vehicle may experience excessive wear and looseness causing increased steering effort, reduced vehicle self-centering and noise in the front suspension. If your vehicle is operated in this condition, in extreme cases, the Front Suspension Lower Ball Joint may separate from the knuckle causing a loss of vehicle steering control, thus increasing the possibility of a crash.

Please note that the Front Suspension Lower Ball Joint is a wear item and must be periodically inspected and replaced in accordance with the vehicle's Scheduled Maintenance Guide.

What will Toyota do?

Any Toyota dealer will replace the left and right side Front Suspension Lower Ball Joint with an improved one at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to replace the Front Suspension Ball Joint, as soon as possible. The replacement will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the inspection and if necessary replacement. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

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UPDATED 01/18/2007

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Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE

**Special Service Campaign 50J – Front Suspension Lower Ball Joint
2002 through early 2004 Tundra and Sequoia
Safety Recall Notice**

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in the Front Suspension Lower Ball Joint of certain 2002 through early 2004 Tundra and Sequoia vehicles.

What is the problem?

During the manufacturing process, there is a possibility that the surface of the ball portion of the Front Suspension Ball Joint in your vehicle may have been scratched. In this condition, the Front Suspension Lower Ball Joint in your vehicle may experience excessive wear and looseness causing increased steering effort, reduced vehicle self-centering and noise in the front suspension. If your vehicle is operated in this condition, in extreme cases, the Front Suspension Lower Ball Joint may separate from the knuckle causing a loss of vehicle steering control, thus increasing the possibility of a crash.

Please note that the Front Suspension Lower Ball Joint is a wear item and must be periodically inspected and replaced in accordance with the vehicle's Scheduled Maintenance Guide.

What will Toyota do?

Any Toyota dealer will replace the left and right side Front Suspension Lower Ball Joint with an improved one at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to replace the Front Suspension Ball Joint, as soon as possible. The replacement will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the inspection and if necessary replacement. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

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Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

UPDATED 01/18/2007

8. Subsequent Phases

Subsequent phases of this campaign will be launched consistent with parts availability. A separate dealer cover letter and VIN listing will be provided at the initiation of each subsequent phase.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE



Special Service Campaign (SSC)

2001 – 2002 Model Year 4Runner

2001 – mid-2004 Model Year Tacoma 4WD and PreRunner

2002 – early 2004 Model Year Sequoia and Tundra

Front Suspension Lower Ball Joint Q&A

Q1: What is the condition?

A1: On certain 2001 – 2002 Model Year 4Runner, 2001 – mid-2004 Model Year Tacoma 4WD and PreRunner, and 2002 – early 2004 Model Year Sequoia and Tundra vehicles, there is a possibility that the Front Suspension Lower Ball Joint may experience excessive wear and looseness causing increased steering effort, reduced vehicle self-centering, and noise in the front suspension. If the vehicle is continued to be operated in this condition, in extreme cases, the lower ball joint may separate from the knuckle causing a loss of vehicle steering control.

Please note that the Front Suspension Lower Ball Joint is a wear item and must be periodically inspected and replaced in accordance with the vehicle's Scheduled Maintenance Guide.

Q2: What is the cause of this condition?

A2: During the manufacturing process, there is a possibility that the surface of the ball portion of the ball joint may have been scratched. It was discovered that Front Suspension Lower Ball Joint wear could be accelerated by the ball surface scratch under a specific test condition, when compared to ball joints without the surface scratch.

Q3: Are there any warnings that this condition exists?

A3: Yes, the customer will most likely experience noise and vibration in the front suspension caused by excessive wear and looseness of the Front Suspension Lower Ball Joint.

Q4: Which and how many vehicles are involved?

A4: The approximate numbers of vehicles involved in the U.S. are:

| Model Year | Model | Vehicles Sold |
|-------------------|--------------------------|---------------|
| 2001 – 2002 | 4Runner | 100,000 |
| 2001 – mid-2004 | Tacoma 4WD and PreRunner | 300,000 |
| 2002 – early 2004 | Sequoia and Tundra | 390,000 |

Q5: What is the production period of the affected vehicles?

A5: The affected Toyota vehicles were produced:

| Model Year | Model | Production Period |
|-------------|--------------------------|-------------------------------------|
| 2001 - 2002 | 4Runner | May 22, 2001 – August 23, 2002 |
| 2001 - 2004 | Tacoma 4WD and PreRunner | July 31, 2001 – December 23, 2003 |
| 2002 - 2004 | Sequoia and Tundra | August 1, 2001 – September 30, 2003 |

Q6: Are there any other Toyota or Lexus vehicles involved?

A6: No, this specific condition only affects certain 2001 – 2002 4Runner, 2001 – mid-2004 Tacoma 4WD and PreRunner, and 2002 – early 2004 Sequoia and Tundra vehicles.

Q7: How many incidents of this condition have been reported?

A7: There have been 6 cases of this condition confirmed by Toyota in the affected vehicles. Other than above 6 cases, there have been 34 case reports which may relate to this condition.

Q8: Have there been any accidents reported?

A8: There have been two minor accident cases reported in the affected vehicles which may relate to this condition.

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Q9: Have there been any injuries related to the alleged accidents?

A9: There has been no injury related to this condition reported in the affected vehicles.

Q10: What is Toyota going to do?

A10: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in late June, 2005 and be completed around December, 2005. Toyota dealers will replace the left and right Front Suspension Lower Ball Joint at **NO CHARGE** to the vehicle owners.

Q11: How long will the repair take?

A11: The repair will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q12: What should an owner do if they experience the condition or have immediate concerns about the current safety of their vehicle?

A12: Owners are requested to contact their local Toyota dealer for diagnosis and repair.

TECHNICAL INSTRUCTIONS

FOR

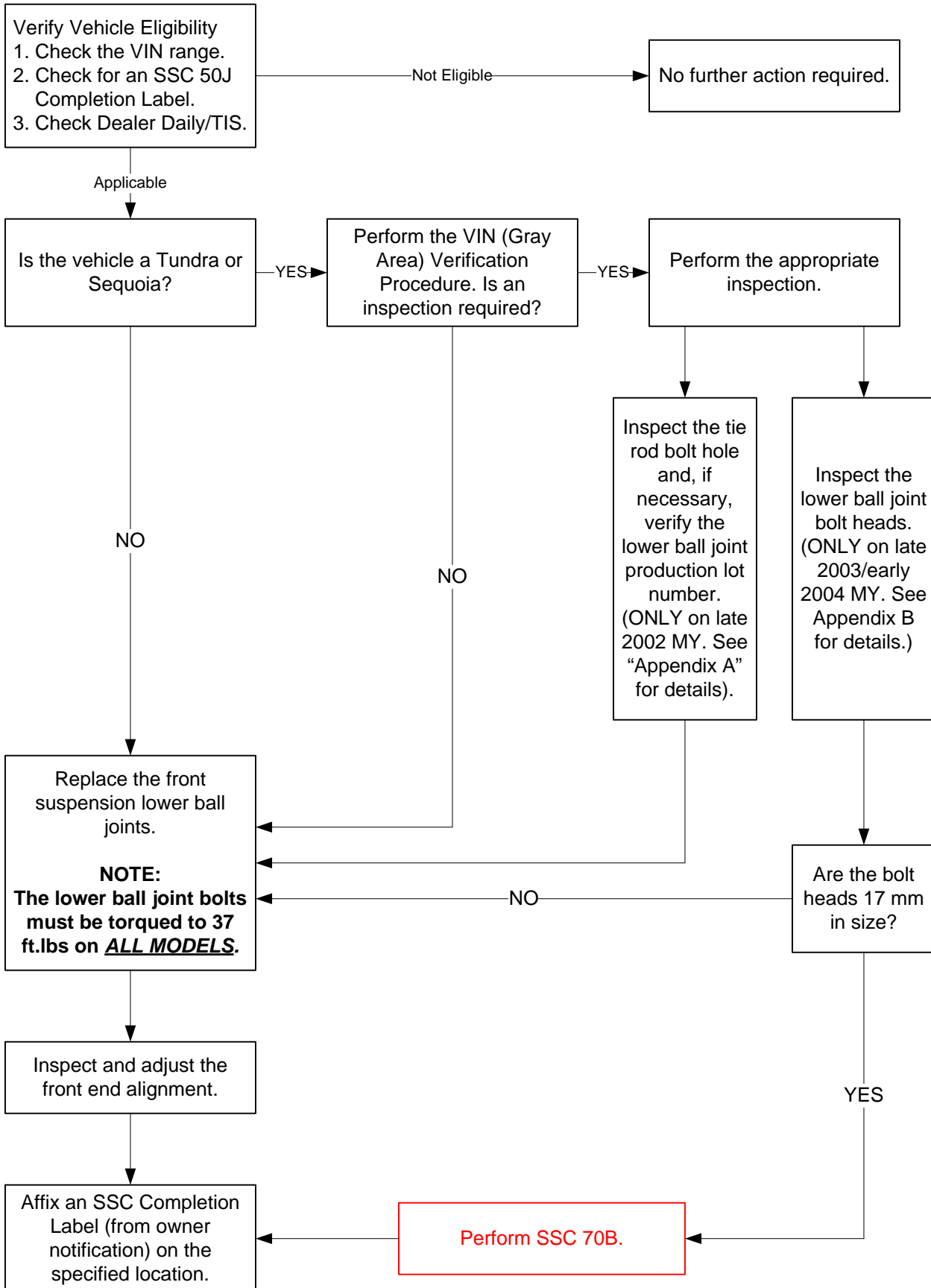
SPECIAL SERVICE CAMPAIGN 50J

**FRONT SUSPENSION LOWER BALL JOINT REPLACEMENT
FOR THE FOLLOWING VEHICLES**

**2001 THROUGH 2002 MODEL YEAR 4RUNNER
2001 THROUGH 2004 MODEL YEAR TACOMA 4WD & PRERUNNER
2002 THROUGH 2004 MODEL YEAR SEQUOIA & TUNDRA**

(Updated on January 18, 2007)

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

| Model | Year | VIN Range | |
|---------|-------------------|-----------|-------------------|
| | | VDS | Range |
| 4Runner | 2001 | GN86R | 0213797 – 0219319 |
| | | GN87R | 0213798 – 0219315 |
| | | HN86R | 0356596 – 0360805 |
| | | | 9057980 – 9060573 |
| | | HN87R | 0356571 – 0360794 |
| | | | 9057954 – 9060571 |
| | 2002 | GN86R | 0217600 – 0259664 |
| | | GN87R | 0217601 – 0259661 |
| | | | 9000001 – 9001238 |
| | | HN84R | 0359536 – 0392171 |
| | | HN86R | 0359537 – 0392220 |
| | | | 9059911 – 9078746 |
| HN87R | 0360807 – 0392182 | | |
| | 9060576 – 9078745 | | |

| Model | Year | VIN Range | |
|---------|------|-----------|-------------------|
| | | VDS | Range |
| Sequoia | 2002 | BT44A | S057702 – S137479 |
| | | BT48A | S057598 – S137474 |
| | | ZT34A | S057720 – S137484 |
| | | ZT38A | S057509 – S137473 |
| | 2003 | BT44A | S101211 – S205101 |
| | | BT48A | S099426 – S205111 |
| | | ZT34A | S100033 – S205190 |
| | | ZT38A | S100343 – S205189 |
| | 2004 | BT44A | S205112 – S209099 |
| | | BT48A | S205113 – S209101 |
| | | ZT34A | S205197 – S209916 |
| | | ZT38A | S205191 – S209912 |

[Identification of Affected Vehicles Continued...]

| Model | Year | VIN Range | |
|------------------------------|------|-----------|-------------------|
| | | VDS | Range |
| Tacoma 4WD & PreRunner | 2001 | GM92N | Z864889 – Z880431 |
| | | GN92N | Z864569 – Z880433 |
| | | HN72N | Z864097 – Z880444 |
| | | NM92N | Z864158 – Z880427 |
| | | PM62N | Z864334 – Z880351 |
| | | SM92N | Z864823 – Z880439 |
| | | SN92N | Z864591 – Z880436 |
| | | WM72N | Z864356 – Z880443 |
| | | WN72N | Z864001 – Z880438 |
| | 2002 | GM92N | Z000001 – Z899998 |
| | | GN92N | Z000190 – Z899894 |
| | | HN72N | Z000002 – Z899999 |
| | | NM92N | Z000233 – Z899936 |
| | | PM62N | Z000022 – Z899995 |
| | | SM92N | Z000245 – Z899972 |
| | | SN92N | Z000012 – Z899646 |
| | | WM72N | Z000058 – Z899904 |
| | | WN72N | Z000019 – Z899885 |
| | 2003 | GM92N | Z145585 – Z305459 |
| | | GN92N | Z145318 – Z305507 |
| | | HN72N | Z145460 – Z305500 |
| | | NM92N | Z145535 – Z305379 |
| | | PM62N | Z145471 – Z305481 |
| | | SM92N | Z145555 – Z305506 |
| | | SN92N | Z145622 – Z305491 |
| | | WM72N | Z145487 – Z305493 |
| | | WN72N | Z145316 – Z305501 |
| | 2004 | GM92N | Z305895 – Z357444 |
| | | GN92N | Z305509 – Z357433 |
| | | HN72N | Z305686 – Z357097 |
| | | NM92N | Z305853 – Z357252 |
| | | PM62N | Z305763 – Z357398 |
| | | SM92N | Z305863 – Z357356 |
| | | SN92N | Z305944 – Z357209 |
| | | WM72N | Z305789 – Z357348 |
| | | WN72N | Z305508 – Z357376 |

[Identification of Affected Vehicles Continued...]

| Model | Year | VIN Range | |
|--------|------|-------------------|-------------------|
| | | VDS | Range |
| Tundra | 2002 | BN441 | S221070 – S332707 |
| | | BT441 | S220869 – S332720 |
| | | BT481 | S220923 – S332685 |
| | | JN321 | S220722 – S332714 |
| | | KT421 | S221163 – S328382 |
| | | KT441 | S221132 – S332706 |
| | | RN341 | S220884 – S332719 |
| | | RT341 | S220478 – S332721 |
| | | RT381 | S220953 – S332666 |
| | 2003 | BN441 | S332744 – S434010 |
| | | BT441 | S316368 – S439612 |
| | | BT481 | S306031 – S439613 |
| | | JN321 | S332745 – S436914 |
| | | KT421 | S332818 – S414089 |
| | | KT441 | S330788 – S439601 |
| | | RN341 | S307943 – S436915 |
| | | RT341 | S306032 – S439732 |
| | | RT381 | S308386 – S439716 |
| | 2004 | BN441 | S434011 – S434105 |
| | | BT441 | S439614 – S441496 |
| | | BT481 | S439615 – S441489 |
| | | JN321 | S436917 – S438452 |
| | | KT441 | S439633 – S441402 |
| | | RN341 | S436916 – S438449 |
| RT341 | | S439161 – S441893 | |
| RT381 | | S439739 – S441891 | |

NOTE:

Not all vehicles in the VIN range are affected. As always, consult Dealer Daily/TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is affected and has not already been completed prior to dealer shipment or by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

- 4Runner

| Part Number | Part Description | Qty. |
|-------------|----------------------|------|
| 04005-02235 | Lower Ball Joint Kit | 1 |

- Tacoma 4WD & PreRunner

| Part Number | Part Description | Qty. |
|-------------|----------------------|------|
| 04005-03235 | Lower Ball Joint Kit | 1 |

There are two different Lower Ball Joint Kit part numbers applicable to Sequoia and Tundra vehicles based upon model and production date. To assist dealers in determining the correct part number to order, a website has been set up to look up part numbers by VIN. Please go to <http://50jlookup.imagespm.info> (also linked through TIS), enter the VIN, and the correct part number to order will be displayed. ***The website is for part application reference only and will not order the part nor will it confirm campaign completion status.***

After checking the website and prior to ordering parts, a vehicle inspection will be required on late 2002 and early 2004 Sequoia and Tundra vehicles.

On late 2002 MY vehicles, an inspection of the tie rod bolt hole and, if necessary, verification of the lower ball joint production lot number will determine the correct parts application (see “Appendix A” for details). On early 2004 MY Sequoia and late 2003/early 2004 MY Tundra vehicles, an inspection of the lower ball joint bolt heads will determine which SSC the vehicle is involved in (see “Appendix B” for details).

- Sequoia and Tundra (Production Date: August, 2001 ~ July/August, 2002)

| Part Number | Part Description | Model | Qty. |
|-------------|----------------------|---------|------|
| 04005-04134 | Lower Ball Joint Kit | Sequoia | 1 |
| | | Tundra | |

- Sequoia and Tundra (Production Date: July/August, 2002 ~ September, 2003)

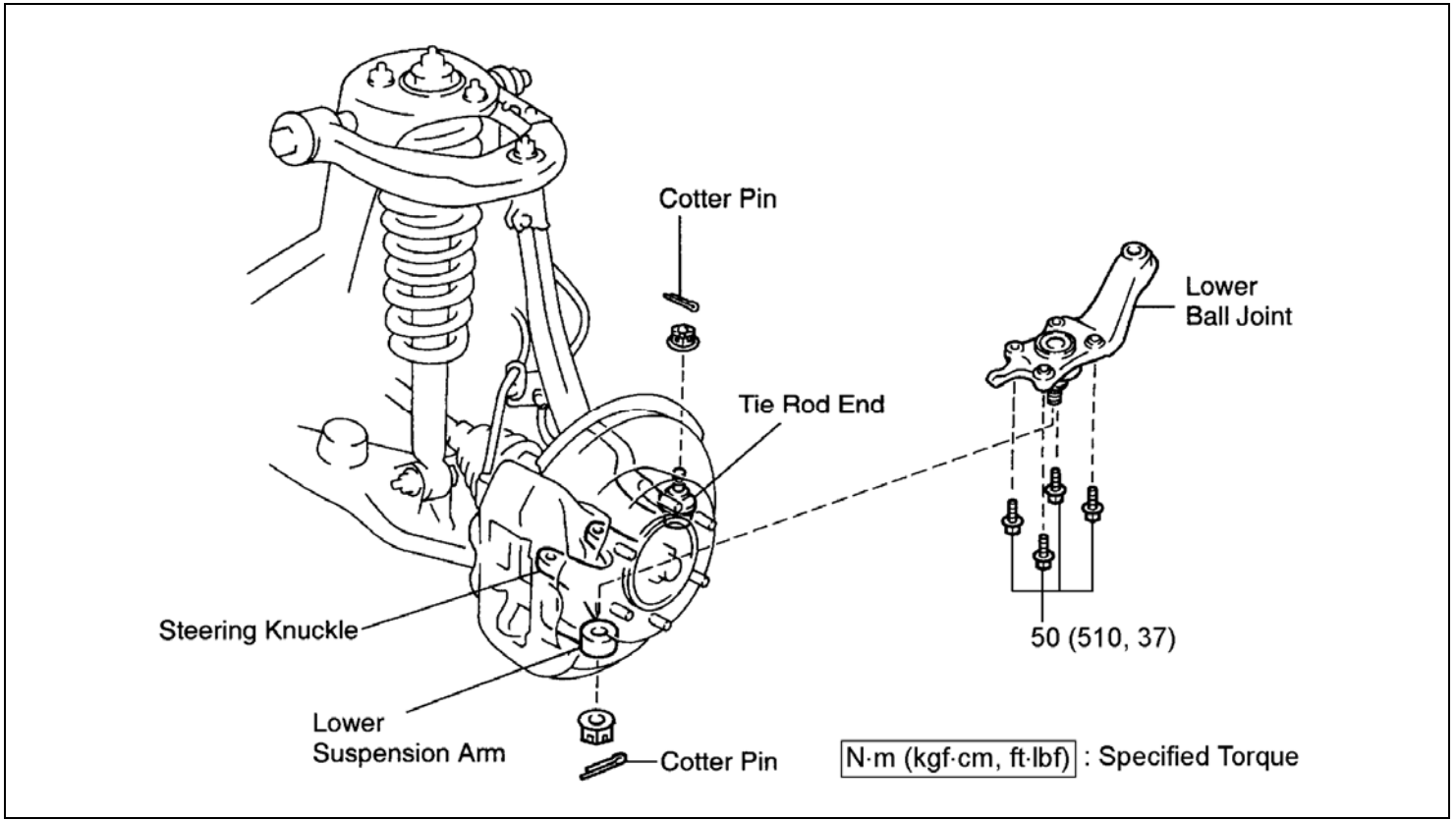
| Part Number | Part Description | Model | Qty. |
|-------------|----------------------|---------|------|
| 04005-21134 | Lower Ball Joint Kit | Sequoia | 1 |
| | | Tundra | |

B. TOOLS

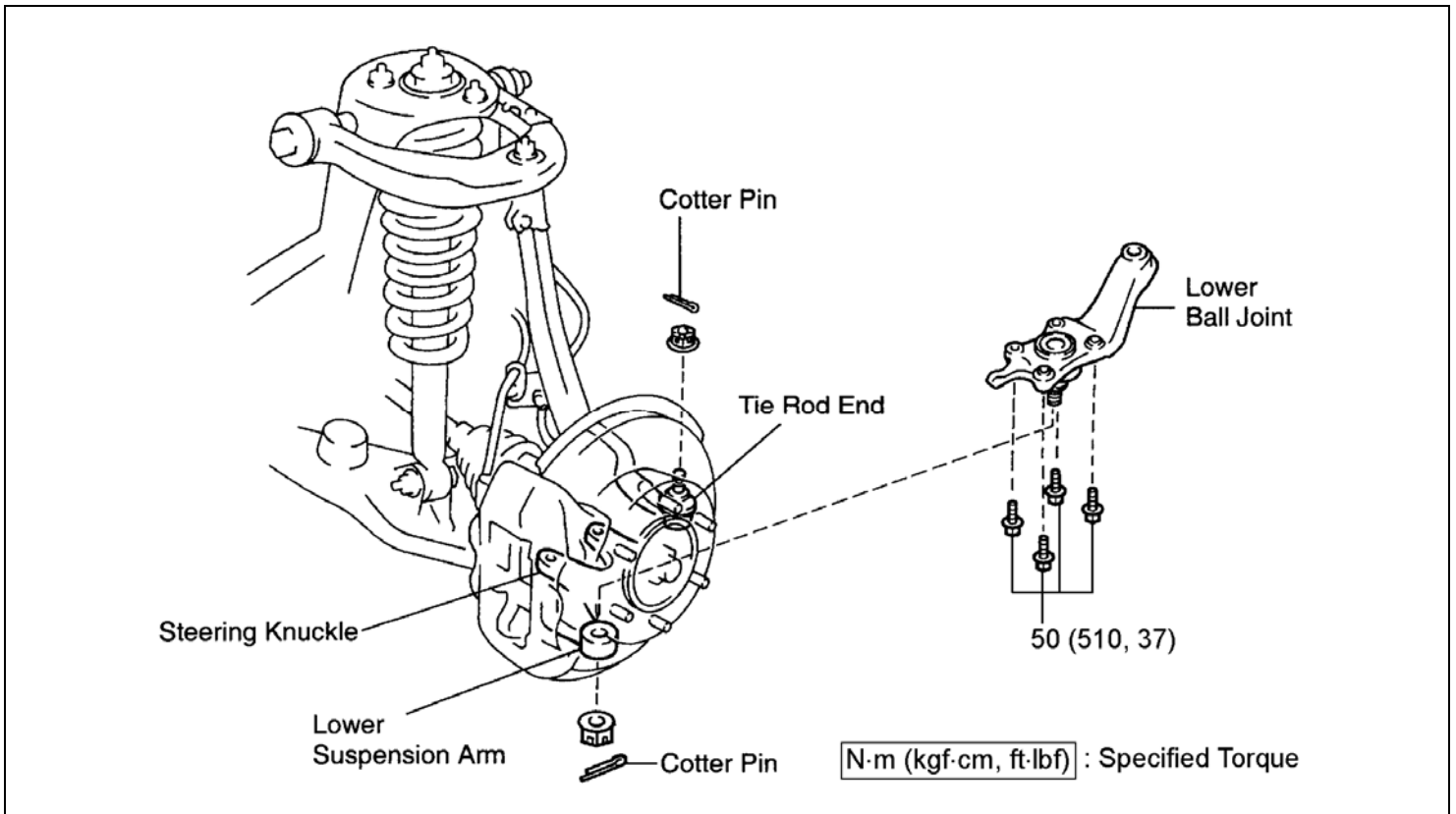
- Standard hand tools
- Special Service Tools
 - (a) Pitman Arm Puller: 09610-20012 or equivalent
 - (b) Ball Joint Puller: 09628-62011 or 00002-07311 or equivalent
- Torque wrench

IV. COMPONENTS

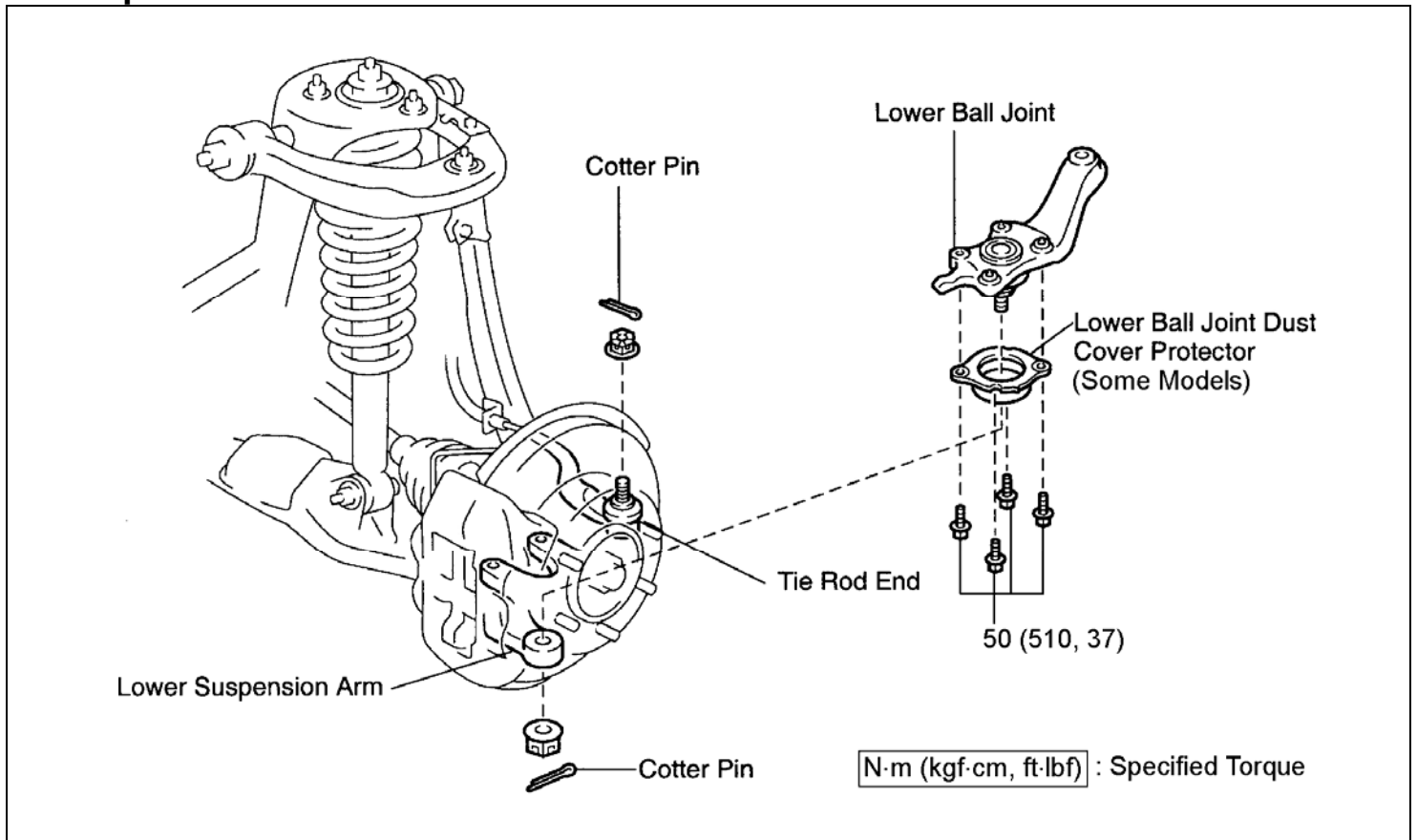
A. 4Runner



B. Tacoma 4WD & PreRunner



C. Sequoia & Tundra



V. BACKGROUND

On certain 2001 – 2002 Model Year 4Runner, 2001 – mid-2004 Model Year Tacoma 4WD and PreRunner, and 2002 – early 2004 Model Year Sequoia and Tundra vehicles, there is a possibility that the Front Suspension Lower Ball Joint may experience excessive wear and looseness causing increased steering effort, reduced vehicle self-centering, and noise in the front suspension.

VI. VIN (GRAY AREA) VERIFICATION PROCEDURE (ONLY FOR SEQUOIA AND TUNDRA VEHICLES)

1. The Sequoia and Tundra vehicles in the VIN ranges below will require the inspection outlined in “**APPENDIX A. INSPECT THE SIZE OF THE TIE ROD BOLT HOLE ON THE LOWER BALL JOINT**”.

| MODEL | YEAR | VDS | START | END |
|---------|------|-------|---------|---------|
| Sequoia | 2002 | BT44A | S136362 | S137479 |
| | | BT48A | S136360 | S137474 |
| | | ZT34A | S136356 | S137484 |
| | | ZT38A | S136364 | S137473 |

| MODEL | YEAR | VDS | START | END |
|--------|------|-------|---------|---------|
| Tundra | 2002 | BN441 | S332613 | S332707 |
| | | BT441 | S330331 | S332720 |
| | | BT481 | S330344 | S332685 |
| | | JN321 | S330791 | S332714 |
| | | KT441 | S330407 | S332706 |
| | | RN341 | S330794 | S332719 |
| | | RT341 | S330792 | S332721 |
| | | RT381 | S330795 | S332666 |

2. The Sequoia and Tundra vehicles in the VIN ranges below will require the inspection outlined in “**APPENDIX B. INSPECT THE SIZE OF THE LOWER BALL JOINT BOLT HEADS**”.

| MODEL | YEAR | VDS | START | END |
|---------|------|-------|---------|---------|
| Sequoia | 2004 | BT44A | S206013 | S209099 |
| | | BT48A | S205495 | S209101 |
| | | ZT34A | S206169 | S209916 |
| | | ZT38A | S206167 | S209912 |

| MODEL | YEAR | VDS | START | END |
|--------|---------|---------|---------|---------|
| Tundra | 2003* | BN441 | S433917 | S434010 |
| | | BT441 | S437555 | S439612 |
| | | BT481 | S437842 | S439613 |
| | | JN321 | S435972 | S436914 |
| | | KT441 | S438306 | S439601 |
| | | RN341 | S435838 | S436915 |
| | | RT341 | S437758 | S439732 |
| | | RT381 | S438287 | S439716 |
| | 2004 | BN441 | S434011 | S434105 |
| | | BT441 | S439614 | S441496 |
| | | BT481 | S439615 | S441489 |
| | | JN321 | S436917 | S438452 |
| | | KT441 | S439633 | S441402 |
| | | RN341 | S436916 | S438449 |
| | | RT341 | S439161 | S441893 |
| RT381 | S439739 | S441891 | | |

*All 2003 MY Tundra vehicles should have 14mm bolt heads.

VII. WORK PROCEDURE

A. FRONT SUSPENSION LOWER BALL JOINT REPLACEMENT

1. Replace the front suspension lower ball joints following the procedures outlined in the Suspension And Axle: Front Lower Ball Joint section of the appropriate vehicle Repair Manual.

Please refer to the torque specifications on page 7 and 8 of this document for the 4 bolts that attach the ball joint to the steering knuckle.

B. INSPECT AND ADJUST THE FRONT END ALIGNMENT

1. Inspect and adjust the front End alignment following the procedures outlined in the Suspension And Axle: Front Wheel Alignment section of the appropriate vehicle Repair Manual.

VIII. SSC COMPLETION LABEL INSTALLATION

After completing the repair and before returning the vehicle to the owner, an SSC completion label, which is enclosed in the owner's notification letter, must be affixed to the left front door hinge post, near the check strap.

(a) The label is to be filled out as follows:

- **Write in SSC 50J.**
- Write in date of repair.
- Write in your dealer code.

| | |
|-----------------------|------|
| SSC | Date |
| DEALER CODE NO. | |
| 00410-01917 | |

(b) Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on a 1450 order form or through the TDN system.

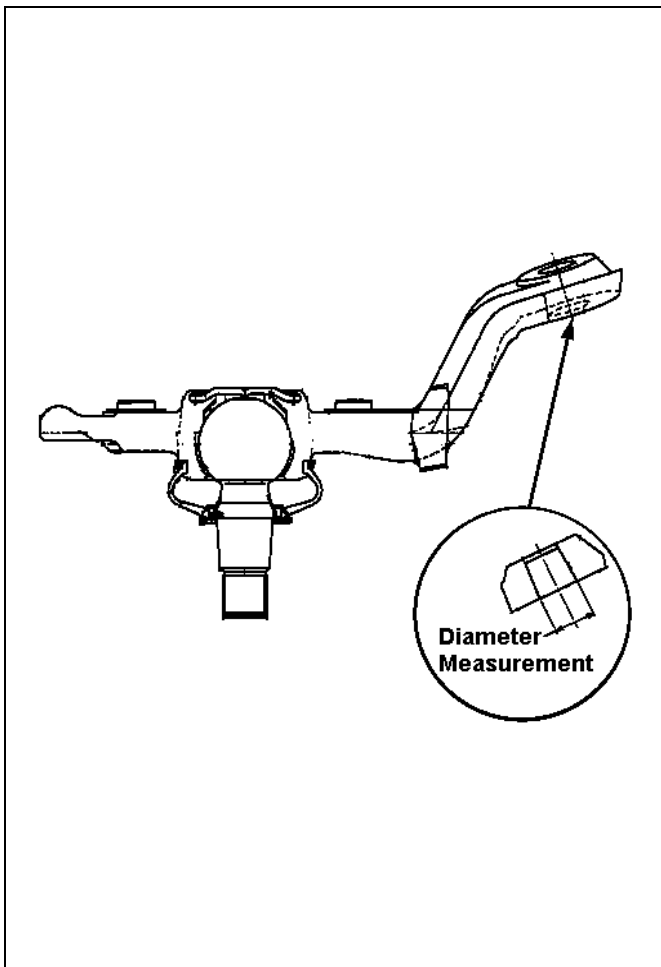
APPENDIX A: INSPECT THE SIZE OF TIE ROD BOLT HOLE ON THE LOWER BALL JOINT

NOTE:

THIS INSPECTION APPLIES ONLY TO THE SEQUOIA AND TUNDRA VEHICLES LISTED IN THE VIN RANGES BELOW.

| MODEL | YEAR | VDS | START | END |
|---------|------|-------|---------|---------|
| Sequoia | 2002 | BT44A | S136362 | S137479 |
| | | BT48A | S136360 | S137474 |
| | | ZT34A | S136356 | S137484 |
| | | ZT38A | S136364 | S137473 |

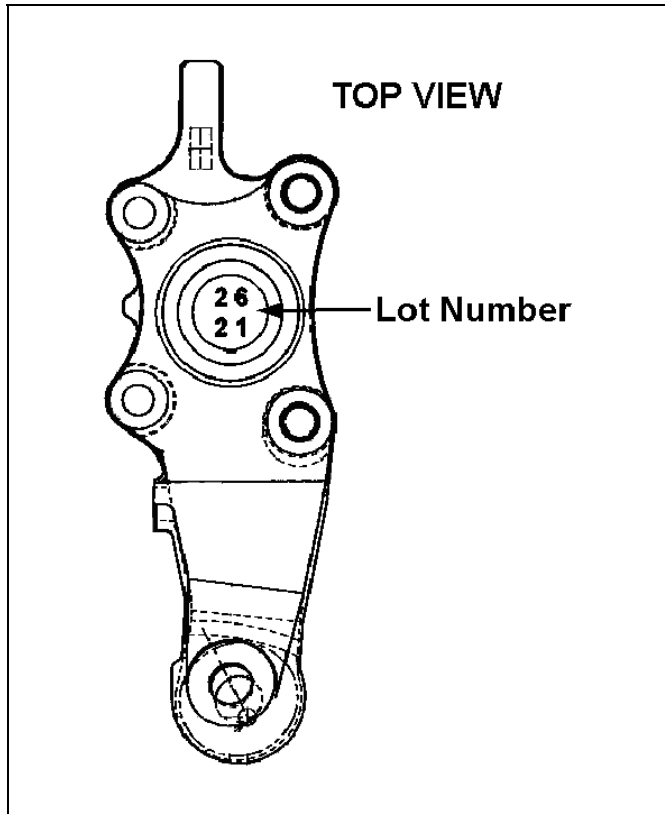
| MODEL | YEAR | VDS | START | END |
|--------|------|-------|---------|---------|
| Tundra | 2002 | BN441 | S332613 | S332707 |
| | | BT441 | S330331 | S332720 |
| | | BT481 | S330344 | S332685 |
| | | JN321 | S330791 | S332714 |
| | | KT441 | S330407 | S332706 |
| | | RN341 | S330794 | S332719 |
| | | RT341 | S330792 | S332721 |
| | | RT381 | S330795 | S332666 |



1. INSPECT THE DIAMETER OF THE TIE ROD BOLT HOLE

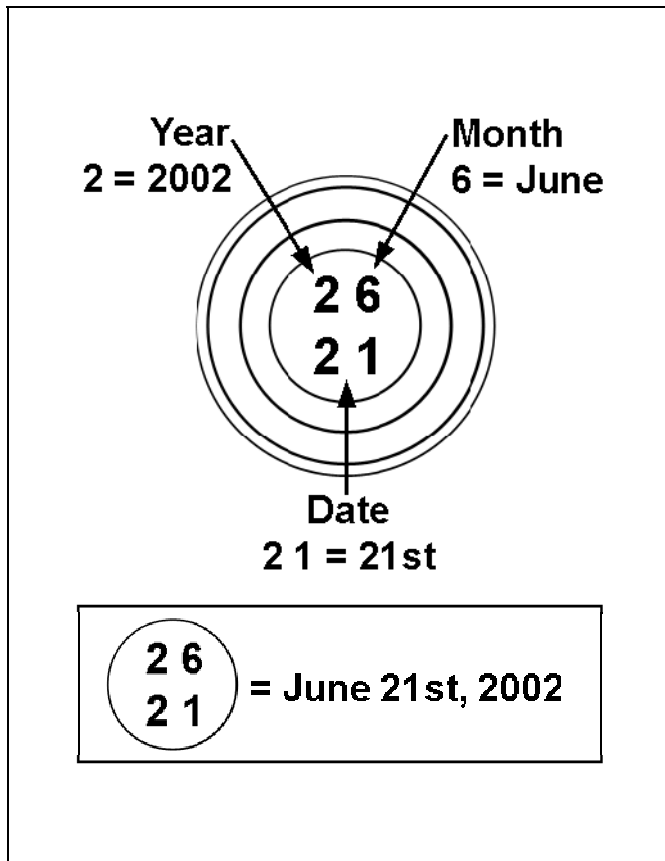
- (a) Disconnect the tie rod from the lower ball joint following the procedures outlined in the **Suspension And Axle: Front Lower Ball Joint** section of the appropriate vehicle Repair Manual.
- (b) Measure the diameter of the tie rod bolt hole, as shown in the illustration.

- If the diameter is 16 mm, replace the lower ball joint using part **04005-04134**. Proceed to section **"VII. WORK PROCEDURE"**.
- If the diameter is 17 mm, replace the lower ball joint using part **04005-21134**. Proceed to section **"VII. WORK PROCEDURE"**.
- If the diameter of the tie rod bolt hole cannot be determined, the production lot number on the lower ball joint must be verified. Proceed to step **"2. LOCATE THE PRODUCTION LOT NUMBER"**.



2. LOCATE THE PRODUCTION LOT NUMBER

- (a) Remove the lower ball joint following the procedures outlined in the **Suspension And Axle: Front Lower Ball Joint** section of the appropriate vehicle Repair Manual.
- (b) Locate the production lot number as shown in the illustration.



3. READING AND VERIFYING THE PRODUCTION LOT NUMBER

- (a) How to read the production lot number.
 - Upper Left Number: Year
 - Upper Right Number: Month
 - Bottom Numbers: Date
- (b) If the production lot number is...
 - **2620 (June 20th, 2002) or earlier**, replace the lower ball joint using part **04005-04134**. Proceed to section **“VII. WORK PROCEDURE”**.
 - **2622 (June 22nd, 2002) or later**, replace the lower ball joint using part **04005-21134**. Proceed to section **“VII. WORK PROCEDURE”**.

APPENDIX B: INSPECT THE SIZE OF THE LOWER BALL JOINT BOLT HEADS

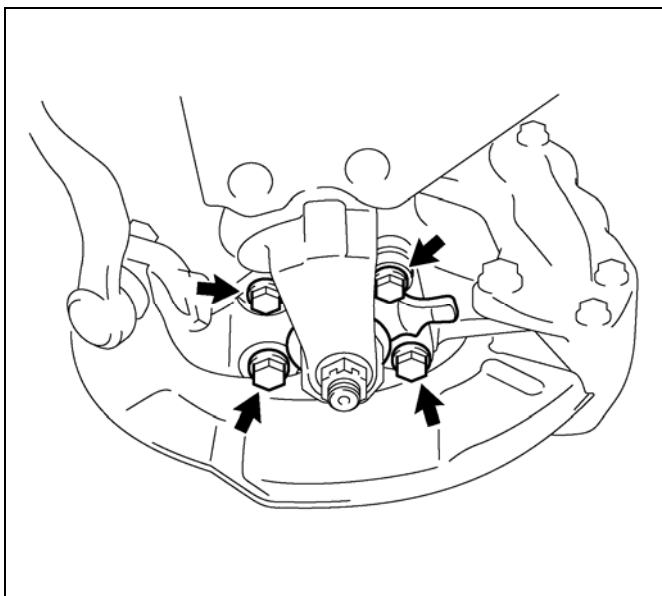
NOTE:

THIS INSPECTION APPLIES ONLY TO THE SEQUOIA AND TUNDRA VEHICLES LISTED IN THE VIN RANGES BELOW.

| MODEL | YEAR | VDS | START | END |
|---------|------|-------|---------|---------|
| Sequoia | 2004 | BT44A | S206013 | S209099 |
| | | BT48A | S205495 | S209101 |
| | | ZT34A | S206169 | S209916 |
| | | ZT38A | S206167 | S209912 |

| MODEL | YEAR | VDS | START | END |
|--------|-------|-------|---------|---------|
| Tundra | 2003* | BN441 | S433917 | S434010 |
| | | BT441 | S437555 | S439612 |
| | | BT481 | S437842 | S439613 |
| | | JN321 | S435972 | S436914 |
| | | KT441 | S438306 | S439601 |
| | | RN341 | S435838 | S436915 |
| | | RT341 | S437758 | S439732 |
| | | RT381 | S438287 | S439716 |
| | 2004 | BN441 | S434011 | S434105 |
| | | BT441 | S439614 | S441496 |
| | | BT481 | S439615 | S441489 |
| | | JN321 | S436917 | S438452 |
| | | KT441 | S439633 | S441402 |
| | | RN341 | S436916 | S438449 |
| | | RT341 | S439161 | S441893 |
| | | RT381 | S439739 | S441891 |

*All 2003 MY Tundra vehicles should have 14mm bolt heads.



1. INSPECT THE SIZE OF THE BOLT HEADS FOR THE LOWER BALL JOINTS

- (a) Measure the lower ball joint bolt heads.
 - If the sizes of the bolt heads are 17 mm, lower ball joint replacement **must be performed under SSC 70B.**
 - If the sizes of the bolt heads are 14 mm, replace the lower ball joints using part **04005-21134**. Proceed to section “VII. WORK PROCEDURE”.